

TECHNICAL ARCHITECTURAL SERVICES SUPERVISOR

General Definition of Work:

Performs difficult professional work planning, directing, overseeing and participating in the maintenance of storage area network, active directory and mail infrastructure; supporting and managing various internal systems. Work is performed under the regular supervision of the ITS Manager. Supervision is exercised over subordinate staff.

Essential Functions/Typical Tasks:

Planning, directing and participating in the provision and maintenance of a stable and secure computing environment; maintaining County data to ensure reliability and resilience; preparing and maintaining files and records; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Maintains storage area network, active directory infrastructure, virtual desktop, and server environment.
- Responsible for hiring, directing, training, evaluating staff and has substantial influence in employment decisions.
- Manages mail infrastructure including Microsoft Exchange 2007.
- Deploys, configures and maintains County desktop and mobile personal computer environment.
- Supports MUNIS enterprise resource planning (ERP) system.
- Plans and maintains disaster recovery site.
- Configures and maintains backup strategies.
- Supports County tax and social services systems.
- Manages systems administrators responsible for County 911, jail, library catalog, parks scheduling, building inspection, and similar software.
- Manages second level desktop support technician.
- Assists in the development and implementation of department budget.
- Install, configure, troubleshoot, and support 911 center equipment and technical functions.
- Performs work during emergency/disaster situations.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Comprehensive knowledge of operating systems and applications, as well as hardware and software troubleshooting throughout the organization; of the operation, uses and capabilities of personal computers and peripheral equipment including the relationship and usage of various input and output components, business support software and terminology; and of protocols and procedures for maintaining a server based system, troubleshooting and performing routine maintenance. Thorough knowledge of personal computer based local area networks, network operations and connectivity between servers and associated physical elements of the network. Ability to prepare written and oral presentations and to establish and maintain effective working relationships with associates, subordinates, and the general public.

Education and Experience:

Requires graduation from an appropriately accredited college or university with major course work in information technology, engineering, mathematics or related field and extensive senior data storage management, email infrastructure and enterprise active directory support experience. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, use of measuring devices, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of or ability to obtain Enterprise Microsoft (MCSE/MCITP), Advanced Systems Administration, Advanced Email (MCSE/MCSA+Messaging) and Microsoft Desktop OS Certifications within six months of employment. Possession of an appropriate driver's license valid in the state of North Carolina. This position is essential as defined by the Inclement Weather Plan. Must have ability to work a flexible schedule; requires some evening and weekends.

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